

# Levels of Support for Tritech's Product Range

## Levels of Product Support

Whilst Tritech endeavours to support all legacy products, due to the age and availability of parts this is not always possible. This document outlines the current support levels offered for Tritech's product range and is laid out in a matrix format, as per the example below:

Imaging Sonars (Mechanical)	New units	Evaluation	Replacement Parts	Repair	Servicing	Training	Alternative Available
Tritech Product 1	+	+	⊘	+	⊘	+	×

## Product Support Key

### Symbol Support Level Offered Description



Full

Complete service offered

– Please contact Tritech Customer Support for further information



Partial

Limited service offered

– Please contact Tritech Customer Support for further information



None

No service offered

– Product may be retired, please check with Customer Support

The following table identifies the symbols on the Levels of Product Support Matrix

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## Contact Details

If you have any queries or questions please contact Tritech's Customer Support Team at:

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# Levels of Support for Tritech's Product Range

<b>Imaging Sonars (Mechanical)</b>	<b>New units</b>	<b>Evaluation</b>	<b>Replacement Parts</b>	<b>Repair</b>	<b>Servicing</b>	<b>Training</b>	<b>Alternative Available</b>
Hammerhead	+	+	+	+	+	+	×
V7 Super SeaKing DST DFS	+	+	+	+	+	+	×
V6 Super SeaKing DST DFS	×	+	+	+	+	+	+
Super SeaPrince DST	+	+	+	+	+	+	×
Micron DST	+	+	+	+	+	+	×
Micron Analogue	×	+	×	×	×	×	+
MiniKing	×	+	×	×	×	×	+
SeaPrince REV D V4	×	+	×	×	×	×	+
SeaSprite	×	+	×	×	×	×	+
SeaSprite DST	×	+	×	×	×	×	+
V5 SeaKing DFS	×	+	⚡	⚡	⚡	×	+
V3 SeaKing DFS	×	+	×	×	×	×	+
ST525 Big Top	×	×	×	×	×	×	+
ST725	×	×	×	×	×	×	+
ST525	×	×	×	×	×	×	+
ST325	×	×	×	×	×	×	+

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Imaging Sonars (Mounted)	New units	Evaluation	Replacement Parts	Repair	Servicing	Training	Alternative available
SK AUV/ROV DST Side Scan	+	+	+	+	+	+	×
SK AUV/ROV Non DST Side Scan	×	+	○	○	+	○	+

Imaging Sonars (Multibeam)	New units	Evaluation	Replacement Parts	Repair	Servicing	Training	Alternative Available
Gemini 720id	×	+	○	○	○	×	+
Gemini 720i	×	+	+	+	+	+	+
Gemini 720is 1000m	+	+	+	+	+	+	×
Gemini 720is 4000m	+	+	+	+	+	+	×
Gemini 720ik	+	+	+	+	+	+	×
Gemini 720im	+	+	+	+	+	+	×
Gemini NBI	+	+	+	+	+	+	×
Eclipse	×	×	×	×	×	×	×

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<b>Imaging Sonars (Towed)</b>	<b>New units</b>	<b>Evaluation</b>	<b>Replacement Parts</b>	<b>Repair</b>	<b>Servicing</b>	<b>Training</b>	<b>Alternative Available</b>
SK Towfish (325 & 675) DST	+	+	+	+	+	+	⚡
SK Towfish SK150	+	+	+	+	+	+	✗
SK Towfish (325 & 675) Non DST	✗	+	⚡	⚡	⚡	⚡	+
StarFish 450F	+	+	+	+	+	+	⚡
StarFish 450H	+	+	+	+	+	+	⚡
StarFish 452F	+	+	+	+	+	+	⚡
StarFish 990F	+	+	+	+	+	+	⚡

<b>Laser Products</b>	<b>New units</b>	<b>Evaluation</b>	<b>Replacement Parts</b>	<b>Repair</b>	<b>Servicing</b>	<b>Training</b>	<b>Alternative available</b>
ISS	✗	✗	✗	✗	✗	✗	✗
Typhoon VMS	✗	✗	✗	✗	✗	✗	✗
Micron LVSA	✗	✗	✗	✗	✗	✗	✗
Seastripe Laser Line Projector	✗	+	⚡	⚡	⚡	⚡	✗

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<b>Mechanical &amp; Hydraulic</b>	<b>New units</b>	<b>Evaluation</b>	<b>Replacement Parts</b>	<b>Repair</b>	<b>Servicing</b>	<b>Training</b>	<b>Alternative Available</b>
Super Zip Jet	+	+	+	+	+	+	×
Merlin	+	+	+	+	+	+	×
ZipTrench	×	⚡	×	×	×	×	×
AnchorZip 10	+	+	+	+	+	+	×
PT3636-C Pan and Tilt	×	+	×	⚡	⚡	⚡	×
PT3636-HD Heavy Duty Pan and Tilt	×	⚡	×	⚡	⚡	⚡	×
PT 3636 MK3	×	⚡	⚡	+	+	⚡	×
ZipJet Ultra	×	+	⚡	⚡	+	⚡	+
Excalibur	×	⚡	×	×	×	×	+
AnchorZip 5	×	×	×	×	×	×	×

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<b>Motion Reference, Positioning &amp; Data Transfer Systems</b>	New units	Evaluation	Replacement Parts	Repair	Servicing	Training	Alternative Available
Micron INS	✗	+	✓	✓	✓	✓	✗
iGC	+	+	+	+	+	+	✗
iFG	+	+	+	+	+	+	✗
iiF	✗	✗	✗	✗	✗	✗	✗
Micron Nav	+	+	+	+	+	+	✗
Micron Data Modem	+	+	+	+	+	+	✗
AquaTrak™ CVL	+	+	+	+	+	+	✗

<b>Profiling Sonars (Mechanical)</b>	New units	Evaluation	Replacement Parts	Repair	Servicing	Training	Alternative available
2MHz SeaPrince Profiler	✗	✓	✗	✗	✗	✗	✗
PSB Profiler	✗	+	✓	✓	+	✗	+
PSB Profiler DST	+	+	+	+	+	+	✗
Super SeaKing Profiler	+	+	+	+	+	+	✗
SeaKing V3 DFP	✗	+	✗	✗	✗	✗	+

<b>Profiling Sonars (Multibeam)</b>	New units	Evaluation	Replacement Parts	Repair	Servicing	Training	Alternative available
Gemini 620pd	+	+	+	+	+	+	✗

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Survey Sensors	New units	Evaluation	Replacement Parts	Repair	Servicing	Training	Alternative available
V7 SK701 & SK704 Bathy	+	+	+	+	+	+	×
V3 SK701 & SK704 Bathy	×	+	+	+	+	+	+
PA500/PA200	+	+	+	+	+	+	×
LRPA 200	+	+	+	+	+	+	×
Micron Echo Sounder DST	+	+	+	+	+	+	×
SD700 Bathy Range	×	×	×	×	×	×	+
ST500	×	×	×	×	×	×	+
ST1000	×	×	×	×	×	×	+
ST715	×	×	×	×	×	×	+

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Control Units	New units	Evaluation	Replacement Parts	Repair	Servicing	Training	Alternative available
Eclipse SPU	✘	✓	✘	✘	✓	✘	✘
Hammerhead Interface Box	+	+	+	+	+	+	✘
Multicomm Junction Box	+	+	+	+	+	+	✘
PSea (pre 2017)	✘	+	✘	✘	✘	✘	+
PSea (2017)	+	+	+	+	+	+	✘
SeaHub	+	+	+	+	+	+	✘
Seanet SCU V5	+	+	+	+	+	+	✘
Seanet SCU V4	✘	+	✓	✓	✓	✓	+
PCI AIF CARD	✘	+	✓	✓	✓	✘	✘
ISA AIF CARD	✘	+	✘	✘	✘	✘	✘
SCU V3 (SeaKing SCU)	✘	✓	✘	✘	✘	✘	+
SCU V3 (Winson SCU)	✘	✘	✘	✘	✘	✘	+
SCU V2/ V1	✘	✘	✘	✘	✘	✘	+



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Video Imaging	New units	Evaluation	Replacement Parts	Repair	Servicing	Training	Alternative Available
Typhoon Camera	+	+	⚡	+	+	+	×
Tornado Camera	+	+	⚡	+	+	+	×
MD4000 Camera	×	+	×	×	×	×	×
Seaspy Camera	×	⚡	×	×	×	×	+
Super SeaSpy	+	+	+	+	+	+	×
Osprey Camera	×	⚡	×	×	×	×	×
LED Lite (all models)	×	⚡	×	×	×	×	×
SeaCorder	×	⚡	×	×	×	×	×
SeaCorder V2	×	⚡	×	×	×	×	×